



U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1 800 424 6393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.

CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received

8/28/01

Reference No.

Order _____

Fax _____

Mail to _____

Telephone _____

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)

WD6VR52R8XR014711

VEHICLE MAKE

CADILLAC

VEHICLE MODEL

CATERA

MANUFACTURE DATE

MODEL YEAR

1999

VEHICLE MANUFACTURER

- ☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other _____
☐ Daimler/Chrysler ☒ General Motors ☐ Hyundai ☐ Isuzu ☐ Toyota ☐ VW

PURCHASE DATE

- ☒ New
☐ Used

DEALER'S NAME

CREST CADILLAC

CITY

NASHVILLE

STATE

TN

ZIP CODE

37228

ENGINE SIZE

2.0L/1600

NO. CYLINDERS

6

FUEL SYSTEM

Turbo

Fuel Injection

FUEL TYPE

Diesel

Gas

TRANSMISSION TYPE

Manual

Automatic

ANTILOCK BRAKES

Yes

No

RESTRAINT SYSTEM

Driver's Side Airbag

Passenger's Side Airbag

3-Point Belt

2-Point Belt

Motorcyclist

CRUISE CONTROL

Yes

No

DRIVETRAIN

- ☐ Front ☐ 4-Wheel
☒ Rear

VEHICLE TYPE

- ☒ Car ☐ Van ☐ Truck ☐ Other _____
☐ Van ☐ Sport Utility ☐ Motorcycle

DOORS

- ☐ 2-Door
☒ 4-Door

BODY STYLE

- ☐ Hatchback ☒ Sedan
☐ Pick Up Truck ☐ Station Wagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT

- ☐ Child Seat
☐ Electrical Lights & Alarms
☐ Engine & Cooling System
☐ Equipment
☐ Fuel System/Exhaust
☐ Heater, Defrost, Ventilator
☐ Interior
☐ Parking Brake
☐ Power Train
☐ Service Brakes
☐ Steering
☐ Structure
☐ Suspension
☐ Visual Systems
☒ Other

NO. OF FAILURES

0 1 2 3 4 5 6 7 8 9
 MANY

INCIDENT DATE

OCT 1999

MILEAGE AT INCIDENT

OFTEN

VEHICLE SPEED AT INCIDENT

STANDING STILL

FAILED PART(S)

- ☒ Original
☐ Replacement

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME

COMPLETE TIRE SIZE

TIRE BRAND

- ☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

HANDICAPPED ADAPTIVE

- ☐ Yes ☒ No

FAILED PART(S) AVAILABLE?

- ☐ Yes ☐ No

NHTSA PREVIOUSLY CONTACTED?

- ☒ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.

CRASH

- ☐ Yes
☒ No

NUMBER OF PERSONS INJURED

0 1 2 3 4 5 6 7 8 9

FIRE

- ☐ Yes
☒ No

NUMBER OF FATALITIES

0 1 2 3 4 5 6 7 8 9

CAUSE OF INCIDENT

- ☐ Wear/Corrosion/Rust
☐ Weak/Poor Fit/Loose
☐ Cut/Torn
☐ Disconnect/Fall Off
☒ Erratic/Poor Performance
☐ Excessive Effort

Nhtsa

☐ Nhtsa
☐ Lanes
☐ Short
☐ Locks/Stops/Grabs
☐ Stability/Vibration
☐ Brakes

RESULT OF INCIDENT

- ☐ Explosion/Fire
☐ Loss of Control
☐ Poor Visibility
☐ Inadequate Start
☐ Roll-over
☐ Stalls
☐ Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA



04346

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

DOOR CLOSER BUTTON
WORKS WHEN IT
WANTS.
TO LOCK-UNLOCK
SOME TIMES YOU HAVE
TO WALK AROUND
CAR TO FIND A
WEAK POINT
WHEN IT WORKS YOU
HAVE TO BE VERY
CLOSE TO CAR.
HAVE TAKEN TO DEALER
WHO COMMENTED PROBLEM
BUT APPARENTLY WAS
UNABLE TO SOLVE IT.
WE ARE OLD PEOPLE.
IF A CROCK WAS CRASHING
US IT WOULD BE GOOD-
BYE CHARLIE, BECAUSE
WE'D NOT BE ABLE
TO UNLOCK CAR AND
GET AWAY. FIX IT
OR TAKE THE CAR
BACK!

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a full story summary thereof, may be used in support of the agency's action.

Mark Refused by NHTSA 225228-1554371 H106 Printed in U.S.A.
© Copyright 1989 by National Computer Systems, Inc. All rights reserved.
HS Form 350 (Rev. 8/198)

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.,
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

2059070002



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline